

## **AMENDMENTS TO THE CLAIMS**

1. (Currently Amended) A remote services architecture comprising:  
a remote services infrastructure, the infrastructure controlling remote service delivery and providing remote services data management, the remote services infrastructure including an infrastructure communications portion, the infrastructure communications portion providing physical network communications, the infrastructure communications portion supporting a communications module, the communications module including a queuing module, the queuing module queuing data sent through the remote services infrastructure to provide data communications integrity; and,  
a service module, the service module interacting with the remote services infrastructure to provide a specific service, the service module being separately segmented from the remote services infrastructure.
2. (Original) The remote services architecture of claim 1 wherein the service module includes an administration and notification interface module, the administration and notification interface module allowing a customer and a service provider to control the remote services infrastructure.
3. (Original) The remote services architecture of claim 1 wherein the service module includes an installation, registration and change management module, the installation, registration and change management module supporting the remote services infrastructure and any other service modules deployed on top of the infrastructure.
4. (Original) The remote services architecture of claim 1 wherein the service module includes an integration into system management platforms module, the integration into system management platforms module providing an integration point to a systems management platform.

5. (Original) The remote services architecture of claim 1 wherein the service module includes an application program interface for service module creation module, the application program interface for service module creation module providing an interface of abstracted services to a service module creator.

6. (Original) The remote services architecture of claim 1 wherein the remote services infrastructure includes an infrastructure services portion, the infrastructure services portion interacting with the service module, the infrastructure services portion providing a standard interface for interacting with the service module.

7. (Original) The remote services architecture of claim 1 wherein the remote services infrastructure includes:  
an infrastructure communications portion, the infrastructure communications portion providing an abstraction of a protocol.

8. (Original) The remote services architecture of claim 7 wherein the abstraction of a protocol includes an abstraction of at least one of an HTTP protocol and an email protocol.

9. (Original) The remote services architecture of claim 1 wherein the remote services infrastructure includes:  
an infrastructure communications portion, the infrastructure communications portion providing physical network communications.

10. (Original) The remote services architecture of claim 9 wherein the physical network option includes at least one of Internet based communications, private network based communications and fax communications.

11. (Original) The remote services architecture of claim 7 wherein the infrastructure communications portion supports a communications module.

12. (Original) The remote services architecture of claim 11 wherein the communications module includes a communications authentication module, the communications authentication module providing a customer with authentication of a communication session.

13. (Original) The remote services architecture of claim 11 wherein the communications module includes an encryption module, the encryption module providing encryption of a data stream.

14. (Cancelled).

15. (Original) The remote services architecture of claim 11 wherein the communications module includes a prioritization module, the prioritization module prioritizing for delivery data within the remote services infrastructure.

16 - 27. (Cancelled).

28. (Currently Amended) A remote services architecture comprising:  
a remote services infrastructure, the infrastructure controlling remote service delivery and providing remote services data management; and,  
a plurality of service modules, the plurality of service modules interacting with the remote services infrastructure to provide a specific service, the plurality of service modules being separately segmented from the remote services infrastructure and from each other, the plurality of service modules including  
an administration and notification interface module, the administration and notification interface module allowing a customer and a service provider to control the remote services infrastructure;  
an installation, registration and change management module, the installation, registration and change management module supporting the remote services infrastructure and any other service modules deployed on top of the infrastructure; and,

an integration into system management platforms module, the integration into system management platforms module providing an integration point to a systems management platform.

29. (Currently Amended) A remote services architecture comprising:  
a remote services infrastructure, the remote services infrastructure controlling remote service delivery and providing remote services data management, the remote services infrastructure including  
a remote services proxy, the remote service proxy providing an application program interface to systems management systems;  
an intermediate mid level manager coupled to the remote services proxy the intermediate mid level manager providing transaction integrity, redundancy and data queue management; and,  
an application server providing persistent storage or remote services infrastructure information; and,  
a plurality of service modules coupled to the application server, the plurality of service modules interacting with the remote services infrastructure to provide a specific service, the plurality of service modules being segmented from the remote services infrastructure and from each other.

30. (Currently Amended) The remote services architecture of claim 29 wherein:  
the plurality of service modules include  
an administration and notification interface module, the administration and notification interface module allowing a customer and a service provider to control the remote services infrastructure;  
an installation, registration and change management module, the installation, registration and change management module supporting the remote services infrastructure and any other service modules deployed on top of the infrastructure; and,

an integration into system management platforms module, the integration into system management platforms module providing an integration point to a systems management platform.

31. (New) The remote services architecture of claim 29 wherein:  
the remote services infrastructure further includes a content generation mid level manager, the content generation mid level manager providing content based upon data held within the remote services application server.